



Monthly Provider Scorecard - Dr. Jane Smith

Provider Feedback Score: 88/100 (+3 from last month)

Number of Surveys Received: 150

Feedback categories and scores

- **Wait Time (85/100):** Most patients were satisfied with the timeliness of their appointments, with some citing longer than expected waits.
- **Providing What Was Needed (92/100):** A majority of patients felt you effectively met their health needs during visits.
- **Time Spent with Patient (60/100):** Most patients appreciated your consultation duration, but some desired more time.
- **Overall Satisfaction (90/100):** High satisfaction levels reported, thanks to your professionalism and quality care.
- **Experience (89/100):** Overall positive patient experiences, with minor concerns about wait times and consultation durations.

Key feedback

- "Wait time was a bit longer than expected." - John Doe
- "Wish Dr. Smith could spend a little more time with me." - Emily Johnson
- "Professional demeanor and knowledge appreciated." - Mark Smith
- "Satisfied, but wait times could be reduced a bit." - Sarah Williams

Sentiment analysis

- High positive sentiment for your professionalism and quality of care.
- Areas for improvement: reducing wait times and potentially extending consultation durations.

Recommended actions

- Consider revising your scheduling process to reduce wait times.
- Try to allocate more time to each patient if possible.

Performance trend

Your overall feedback score has seen a 1% increase compared to the previous month, indicating a steady positive trend in your performance.

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Corva Health Weekly PX survey summary

Summary and key findings

The customer experience survey data for Corva Health's phone support shows a mixed sentiment. The Radiant AI Survey Sentiment averages have shown a positive trend over the last 30 days, with today's sentiment at +62. The number of responses and completion rate have also increased, while the number of responses needing follow-up has decreased. However, the individual responses reveal a range of positive and negative experiences, with sentiments ranging from -100 to +100.

Highlighted quotes

Positive quotes

- "Corva Health's phone support is impressively superior. They're always ready to assist and provide necessary information." - Lisa Howard
- "Their phone support is a lifesaver. Every detail makes it easier to navigate through their offerings." - Patricia Miller
- "Their dedication is impressive, my issue was solved quickly and efficiently." - Charlotte Harris
- "Kudos to Corva Health's amazing phone support. They were patient and committed to facilitating a resolution." - Benjamin Franklin

Negative quotes

- "Calling for support is a complete waste of time." - James Madison
- "It's a complete fiasco, no one could provide accurate information on how to handle my paperwork." - Karen Garcia
- "The process for filing a claim is irrationally difficult and the customer support lacks clarity." - Jack Harper
- "Their Customer Support might as well not exist at all. It is of no help whatsoever." - Betty Thompson

Strengths

- **Efficient and friendly staff:** Many customers praised the efficiency and friendliness of the call center staff. They appreciated the readiness of the staff to assist and provide necessary information.
- **Detailed explanations:** Customers appreciated the detailed explanations provided by the agents. This made it easier for them to navigate through the company's offerings.
- **Quick problem resolution:** Some customers were impressed with the quick and efficient resolution of their issues.

Areas for improvement

- **Long wait times:** Several customers expressed dissatisfaction with the long wait times. This is an area that needs improvement to enhance customer satisfaction.
- **Complex claim filing process:** Some customers found the process of filing a claim to be complex and difficult. The company needs to simplify this process and provide clear instructions to customers.
- **Inconsistent service:** Some customers mentioned inconsistent service, where the actions of the staff did not always match their promises. This inconsistency needs to be addressed to improve customer trust and satisfaction.

Trends

- **Increasing positive sentiment:** The Radiant AI Survey Sentiment averages show an increasing trend in positive sentiment over the last 30 days.
- **Increasing response rate and completion rate:** The number of responses and the completion rate have been increasing, indicating increased customer engagement.
- **Decreasing need for follow-up:** The number of responses needing follow-up has been decreasing, suggesting an improvement in first-contact resolution.

Recommended actions

- **Reduce wait times:** Implement strategies to reduce wait times, such as increasing staff during peak hours or improving call routing efficiency.
- **Simplify claim filing process:** Review and simplify the claim filing process. Provide clear, step-by-step instructions to customers.
- **Improve service consistency:** Ensure that the actions of the staff match their promises. Regular training and monitoring can help improve service consistency.
- **Improve inter-departmental communication:** Several customers complained about uncoordinated communication from different departments. Improving inter-departmental communication can enhance customer experience.

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